



U.S. Department
of Transportation
**National Highway
Traffic Safety
Administration**

1200 New Jersey Avenue SE
Washington, DC 20590

September 9, 2011

MR. JOHN FROOSHANI
SAFETY ACTIVITIES MANAGER
GOVERNMENT RELATIONS
FUJI HEAVY INDUSTRIES USA, INC.
C/O SUBARU OF AMERICA
SUBARU PLAZA P.O. BOX 6000
CHERRY HILL, NJ 08034-6000

NVS-215dgl
11V-469

SUBJECT: WIPER MOTOR BOTTOM COVER MELTING

DEAR MR. FROOSHANI:

This letter serves to acknowledge Fuji Heavy Industries USA, Inc.'s on behalf of Subaru of America, Inc. (Subaru) notification to the National Highway Traffic Safety Administration (NHTSA) of a defect in the vehicles listed below for which a safety recall campaign will be conducted pursuant to Federal law.

Please review the following information to ensure that it conforms to your records as this information is being made available to the public. If the information does not agree with your records, please contact us immediately to discuss your concerns.

Makes/Models/Model Years:

SUBARU/LEGACY/2010-2011

SUBARU/OUTBACK/2010-2011

NHTSA Campaign Number: 11V-469

Mfg's Report Date: September 6, 2011

Components: VISIBILITY: WINDSHIELD WIPER/WASHER: MOTOR

Potential Number of Units Affected: 195,080

Summary:

SUBARU IS RECALLING CERTAIN MODEL YEAR 2010-2011 OUTBACK AND LEGACY VEHICLES MANUFACTURED FROM JANUARY 7, 2010, THROUGH MAY 20, 2011. COMPONENTS INSIDE THE WIPER MOTOR BOTTOM COVER MAY OVERHEAT.

Consequence:

IF THE COMPONENTS OVERHEAT, THE WIPER MOTOR BOTTOM COVER MAY MELT AND POTENTIALLY CATCH FIRE.

Remedy:

SUBARU WILL NOTIFY OWNERS, AND DEALERS WILL REPLACE THE FRONT WIPER MOTOR BOTTOM COVER ASSEMBLY FREE OF CHARGE. THE SAFETY RECALL IS EXPECTED TO BEGIN DURING NOVEMBER 2011. OWNERS MAY CONTACT SUBARU AT 1-800-782-2783.

Notes:

SUBARU'S SAFETY RECALL NUMBER IS WV-32. CUSTOMERS MAY CONTACT THE NATIONAL HIGHWAY TRAFFIC SAFETY ADMINISTRATION'S VEHICLE SAFETY HOTLINE AT 1-888-327-4236 (TTY: 1-800-424-9153); OR GO TO [HTTP://WWW.SAFERCAR.GOV](http://www.safercar.gov).

Please be reminded of the following requirements:

You are required to submit a draft owner notification letter to this office no less than five days prior to mailing it to the customers. Also, copies of all notices, bulletins, dealer notifications, and other communications that relate to this recall, including a copy of the final owner notification letter and any subsequent owner follow-up notification letter(s), are required to be submitted to this office no later than 5 days after they are originally sent (if they are sent to more than one manufacturer, distributor, dealer, or purchaser/owner).

As stated in Part 573.7, submission of the first of six consecutive quarterly status reports is required within one month after the close of the calendar quarter in which notification to purchasers occurs. Therefore, the first quarterly report will be due on or before 30 days after the close of the calendar quarter.

Your contact for this recall will be Delia Lopez who may be reached by phone at 1-202-366-9525, or by email at Delia.lopez@dot.gov, or through the office email at RMD.ODI@dot.gov. We look forward to working with you toward a successful completion of this recall campaign.

Sincerely,

A handwritten signature in black ink, appearing to read "Richard Willard" with a stylized flourish at the end.

Richard Willard
Acting Chief, Recall Management Division
Office of Defects Investigation
Enforcement